

Commonwealth of Massachusetts  
Department of Telecommunications and Energy  
Fitchburg Gas and Electric Light Company  
Docket Nos. D.T.E. 02-24/25  
Responses to the Division of Energy Resources First Set of Information Requests

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**Request No. DOER 1-31 (Electric):**

Please refer to page 48, line 4. Does "customer records & collection" cover all customers, including competitive supply customers? If yes, then explain the specific tasks/activities, and all relevant costs, that are associated with "customer records & collection" and identify the specific activities and the relevant proportional costs that are associated with functions related to generation.

**Response:**

The reference for customer records & collection is to Schedule JLH 2-1, page 48, line 4, which is entitled 903 Cust. Records & Collection. In most cases the expenses relating to customer records & collections cover all customers, including competitive supply customers, as no formal analysis has been performed to identify and segregate these costs. However, if a competitive supply customer chooses pass-through billing, the competitive supplier would perform the billing and collection activities for the generation portion of the bill. For competitive supplier customers who choose complete billing by FG&E, FG&E would continue to perform the billing function and collect payment on the supplier's behalf. However, if the customer becomes delinquent on their generation charges, FG&E would not perform any collection activities on the supplier's behalf.

For the specific task/activities performed by Customer Service Staff associated with customer records & collections, please refer to Attachment DOER 1-31 (Electric) which is the FERC Regulations, Uniform System of Accounts description for account 903-customer records and collection expenses.

**Person Responsible:** Mark H. Collin

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**Regulations**

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**[¶ 15,903]**

**903 Customer records and collection expenses.**

This account shall include the cost of labor, materials used and expenses incurred in work on customer applications, contracts, orders, credit investigations, billing and accounting, collections and complaints.

**ITEMS**

**Labor:**

1. Receiving, preparing, recording and handling routine orders for service, disconnections, transfers or meter tests initiated by the customer, excluding the cost of carrying out such orders, which is chargeable to the account appropriate for the work called for by such orders.
2. Investigations of customers' credit and keeping of records pertaining thereto, including records of uncollectible accounts written off.
3. Receiving, refunding or applying customer deposits and maintaining customer deposit, line extension, and other miscellaneous records.
4. Checking consumption shown by meter readers' reports where incidental to preparation of billing data.
5. Preparing address plates and addressing bills and delinquent notices.
6. Preparing billing data.
7. Operating billing and bookkeeping machines.
8. Verifying billing records with contracts or rate schedules.
9. Preparing bills for delivery, and mailing or delivering bills.
10. Collecting revenues, including collection from prepayment meters unless incidental to meter-reading operations.
11. Balancing collections, preparing collections for deposit, and preparing cash reports.
12. Posting collections and other credits or charges to customer accounts and extending unpaid balances.
13. Balancing customer accounts and controls.
14. Preparing, mailing, or delivering delinquent notices and preparing reports of delinquent accounts.
15. Final meter reading of delinquent accounts when done by collectors incidental to regular activities.
16. Disconnecting and reconnecting service because of nonpayment of bills.
17. Receiving, recording, and handling of inquiries, complaints, and requests for investigations from customers, including preparation of necessary orders, but excluding the cost of carrying out such orders, which is chargeable to the account appropriate for the work called for by such orders.
18. Statistical and tabulating work on customer accounts and revenues, but not including special analyses for sales department, rate department, or

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other general purposes, unless incidental to regular customer accounting routines.

19. Preparing and periodically rewriting meter reading sheets.

20. Determining consumption and computing estimated or average consumption when performed by employees other than those engaged in reading meters.

**Materials and Expenses:**

21. Address plates and supplies.

22. ~~Cash overages and shortages.~~

23. Commissions or fees to others for collecting.

24. Payments to credit organizations for investigations and reports.

25. Postage.

26. Transportation expenses (Major only), including transportation of customer bills and meter books under centralized billing procedure.

27. Transportation, meals, and incidental expenses.

28. Bank charges, exchange, and other fees for cashing and depositing customers' checks.

29. Forms for recording orders for services removals, etc.

30. Rent of mechanical equipment.

31. Communication service (Nonmajor only).

32. Miscellaneous office supplies and expenses and stationery and printing (Nonmajor only).

NOTE: The cost of work on meter history and meter location records is chargeable to account 586, Meter Expenses.